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Agency of Administration

REQUEST FOR INFORMATION

Hoteling and Workspace Management

ISSUE DATE	July 15, 2024
QUESTIONS DUE	July 29, 2024 3:00 P.M. ET
RFI RESPONSES DUE BY	August 12, 2024 3:00 PM ET

PLEASE BE ADVISED THAT ALL NOTIFICATIONS, RELEASES, AND ADDENDUMS ASSOCIATED WITH THIS RFI WILL BE POSTED AT:

<http://www.bgs.state.vt.us/pca/bids/bids.php>

THE STATE WILL MAKE NO ATTEMPT TO CONTACT INTERESTED PARTIES WITH UPDATED INFORMATION. PLEASE CHECK THE ABOVE WEBPAGE FOR ANY AND ALL NOTIFICATIONS, RELEASES AND ADDENDUMS ASSOCIATED WITH THIS RFI.

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1 PURPOSE

This Request for Information (RFI) is issued for the Agency of Administration, Department of Buildings and General Services (BGS) to gather information and/or cost estimates concerning a Hoteling and Workspace Management application.

Information received by the State will be reviewed for purposes of the stated objectives for this RFI, which may include exploration of available goods or services or solutions, how such offerings may meet the needs of the State, and to understand the costs associated with such offerings. The Agency of Administration, Department of Buildings and General Services (BGS) shall not be held liable for any costs incurred by the vendors in the preparation of their submission.

The State will not award a contract directly resulting from this RFI. This RFI is issued solely for information and planning purposes. This request for information does not commit the State to contract for any materials or service whatsoever. Further, this RFI is not a request for proposals (RFP); the State is not at this time seeking proposals and will not accept unsolicited proposals. Not responding to this RFI does not preclude any company or person from participation in a future RFP, if one is issued. If an RFP is released, it will be posted on the BGS bid opportunities web site: <http://www.bgs.state.vt.us/pca/bids/bids.php>. It is the responsibility of the potential offerors to monitor this site for additional information.

1.2 ***UNSOLICITED VENDOR-CONFIDENTIAL INFORMATION PROHIBITED***

Vendors are hereby expressly directed not to include any confidential information in their proposal submissions, except as specifically permitted below, and so marked. By submitting information in response to this RFI, vendors acknowledge and agree to abide by the terms and conditions outlined in this document, including the prohibition on submitting confidential information. This prohibition reduces the burden on the State while preventing vendor-confidential information from entering the public record.

1.2.1 **Disclosure Under Public Records Act**

All information received by the State in response to this RFI will become part of the contract file and subject to Vermont public records law. Responses by any vendor may become available to the public once a contract has been executed or otherwise following conclusion of this procurement process, in accordance with the State's Public Records Act, 1 V.S.A. § 315 et seq., or the State may choose to publicly post them.

1.2.2 **Unsolicited Confidential Materials**

This RFI does not solicit vendor confidential information and vendors are expressly prohibited from providing confidential information in response to this RFI. All materials furnished by vendors in response to this RFI, including those marked as confidential by vendors, are subject to disclosure if requested under the Public Records Act, or public posting.

1.2.3 **State Not Responsible for Disclosure of Unmarked Vendor-Confidential Information**

It is the sole responsibility of the vendor to ensure that, other than where specifically directed or permitted by this RFI and accordingly marked as described below, no information that should not be publicly disclosed is included in their submitted materials, including any 1) trade secrets or intellectual property, 2) proprietary financial or business information, 3) personal information, or 4) any other information that should not be disclosed to the public. For example, vendors should avoid including specific details of their proprietary technologies or methodologies that they consider confidential, and any references to previous client engagements should be presented in a manner that does not disclose the client's confidential information.

2 BACKGROUND INFORMATION

The State of Vermont and the Department of Buildings and General Services has jurisdiction over and manages ~4,000,000 SF of space with ~3,000,000 SF of owned and ~1,000,000 of leased. All this space serves approximately 9,500 state employees. Of that 2,000,000 SF is general office space with ~1,000,000 SF of that general office space with client services or Judicial type space and where a single hoteling and space

management software solution is needed. The remaining portion of our portfolio is primarily more specialized such as correctional, mental health, testing laboratories, or warehouses and storage type space.

3 RFI DESCRIPTION

The State is seeking information for a workspace management solution, to include hoteling (workstation reservations), and communications with other existing systems. The solution must allow state employees to interchangeably use it with desktop computers, laptops, and mobile devices to easily reserve workspace.

A workstation may consist of various sizes and configurations, from fully enclosed floor to ceiling office spaces, cubicles, and multiple worksurfaces within a shared area.

The solution should have the capability to analyze occupancy data to better understand user and patterns (space utilization) around our space (suite level, floor level, building level, campus/complex, district and statewide)

The RFI has the following key objectives:

- Provide prospective respondents with information regarding the business need, and,
- Solicit respondent information to assist the State in determining if identified requirements can be met in a cost-effective manner.
- Solicit respondent information to assist the State in determining if identified requirements can be met by available software/hardware COTS (Commercial off the Shelf) alternatives.
- Demonstrate a Proof of Concept for a workspace management solution.

The State is seeking feedback on the information in this RFI and will consider any information, including partial responses, received in response to this RFI. If the State moves forward in the development of an RFP, the RFP process will be open to all respondents regardless of their decision to participate in this RFI.

The State envisions that the solution will support the following high-level goals:

- Workspace management
- Workstation reservations
- Application Program Interfaces (API) to allow interactions with existing systems (e.g., badge security, CAD systems for floorplans, Outlook for conference room reservations, Single Sign-on)
- Reporting/Analytics/Portfolio Management & Planning

4 CURRENT STATE

A few departments within the State of Vermont have disparate solutions of varying capabilities for hybrid employees to reserve workstations. Others do not have workstation reservation systems. All groups have access to Outlook and can reserve conference or meeting space, they have permission to see and book. There is no need for a parking space management solution.

BGS uses Autodesk applications to manage floorplans.

5 STATEMENT OF WORK

5.1 ANTICIPATED REQUIREMENTS

The purpose of this RFI is to determine if there are solutions capable of meeting the State's anticipated requirements and to determine alternatives for meeting those requirements that are consistent with the overall vision for BGS and the State.

The State's discovery efforts to date have resulted in a desire to obtain access to solutions with the following attributes:

5.1.1 Business Requirements

1. Single system to gather and analyze data to understand space utilization.
2. Functionality for hybrid (remote/onsite) employees to reserve workstations.
3. Application Program Interfaces (API) to allow interactions with existing systems (e.g., badge security, CAD systems for floorplans, Outlook for conference room reservations, Single Sign-on).

4. Reporting and Analytics

5.1.2 Functional Requirements

1. Workstation Reservations and Workspace Management
 - 1.1. Hybrid (remote/onsite) employees can reserve an available office space/workstation that is identified as a hoteling space for their use while onsite.
 - 1.2. Restrict reservations of workstations/offices that are not identified as hoteling spaces.
 - 1.3. Restriction on agency level / department on access to space information.
 - 1.4. Allow workspaces and common areas to be restricted by agency/department, so that users only see their associated spaces.
 - 1.5. Allow reservations of common areas (e.g., conference and meeting rooms or areas) by employees and real-time updates between the reservation application and Office365/Outlook Resources.
 - 1.6. Identify hoteling spaces that are configured for reasonable accommodations.
 - 1.7. Identify access to other building amenities.
 - 1.8. Allow reservations of eligible workstations and common area by mobile phones/devices, laptops and desktops interchangeably.
2. Reporting / Analysis
 - 2.1. Provide analysis of occupancy data to better understand space usage and patterns (space utilization) around our spaces (workstation and conference room level, suite level, floor level, by building, campus/complex, district and statewide) compared to industry or state benchmarks.
 - 2.2. Integrated Business Intelligence (BI) reporting or the ability to use an API to access the data for BI reporting.
 - 2.3. API capabilities to transfer data into and out of system.
 - 2.4. Understand who and where people are in the building and usage over time.
 - 2.5. Forecasting and scenario Planning tools with predictive analytics to forecast future demand, budget requirements, and staffing based upon historical data and trends.
 - 2.6. Customizable dashboards and alerts: User-friendly dashboards that can be customized to display key performance indicators (KPI's) relevant to different stakeholders.
3. Floorplan updates can be imported from other systems (e.g. AutoCAD or Autodesk Platform Services (formerly Autodesk Forge).

5.1.3 On-Going Maintenance /Service Level Requirements

1. Annual costs (square feet, per person)
2. Application Upgrades
3. Infrastructure Upgrades
4. Backup / Restore Service Level Agreements (SLAs)

5.1.4 Technical Requirements

1. Protection of proprietary/confidential information
2. Performance
3. Reliability
4. 24x7 Uptime Availability
5. Threat Management
6. Disaster Recovery

5.1.5 Documentation Requirements

1. User Guide
2. Training Materials: Demonstration videos, shorts, or other training materials that comply with the ADA.

3. AI assisted help functionality.

6 REQUESTED INFORMATION

Each submission prepared in response to this RFI must include the elements listed below, in the order indicated. The vendor, when presenting the response, must use the following outline:

- Cover Page
- Company/Supplier Information
- Cost Estimates
- Business and Technical Requirements

6.1 COVER PAGE

The first page of the vendor's RFI Response must be a cover page displaying at least the following:

- Response of RFI Title
- Company/Supplier Name
- Contact Person
- Telephone Number
- Email Address

All subsequent pages of the RFI Response must be numbered.

6.2 CONTACT INFORMATION

SINGLE POINT OF CONTACT: Please direct all communications concerning this RFI to the State Contact listed on the front page of this RFI.

6.3 EXPLANATION OF EVENTS

6.3.1 Question and Answer Period

Any vendor requiring clarification of any section of this RFI or wishing to comment on any requirement of the RFI may submit specific questions in writing no later than the deadline for question indicated on the first page of this RFI. Questions may be e-mailed to the point of contact on the front page of this RFI. At the close of the question period a copy of all questions or comments and the State's responses will be posted on the State's web site <http://www.bgs.state.vt.us/pca/bids/bids.php>. Every effort will be made to post this information as soon as possible after the question period ends, contingent on the number and complexity of the questions.

6.3.2 Changes to this RFI

Any modifications to this RFI will be made in writing by the State through the issuance of an Addendum to this RFI and posted online at <http://www.bgs.state.vt.us/pca/bids/bids.php>. Verbal instructions or written instructions from any other source are not to be considered.

6.3.3 Submission of Responses

DUE DATE: Responses must be received by the State by the due date specified on the front page of this RFI. If a change is made to the due date, the State will inform all vendors by posting the change at the webpage indicated on the front page of this RFI.

6.3.3.1 Recording of Responses:

There will not be a public opening. The State will record the name, city and state for any and all responses received by the due date.

6.3.3.2 Electronic Submission Instructions:

Responses will be accepted via email submission to SOV.ThePathForward@vermont.gov. Responses must consist of a single email with a single, digitally searchable PDF attachment containing all components of the response. Multiple emails and/or multiple attachments will not be accepted. There is an attachment size limit of 40 MB (40,960KB). It is the Vendor's responsibility to compress the PDF file containing its response, if necessary, in order to meet this size limitation. It is also the Vendor's responsibility to ensure that their own email system can send and receive messages up to this size.

6.3.4 Review of Responses

The RFI Manager or other BGS representatives may, at their option, initiate discussion with respondents for the purpose of clarifying aspects of their responses.

6.3.5 Vendor Demonstration of Their Product

Vendors chosen from the review process may be called on to demonstrate their products and/or service offering. These select vendors will make arrangements with BGS to demonstrate their products and/or service offering. BGS or the State of Vermont shall not be liable for any costs incurred by the vendor in preparation of its demonstration. All costs occurred are the vendor's sole responsibility. All demonstrations are for planning purposes only. Contact BGS.PropertyManagement@vermont.gov Subject Line: Hotelling and Workspace Management Demonstration

6.3.6 Vendor Product Test Trial

Certain Vendor products and/or service offerings may be selected after the review process to be trialed by BGS, if this is an option allowable by the vendor. The test trial can last up to 90 days. Up to 2 vendors products selected will be involved with the test trial. The BGS staff will provide feedback to the RFI Manager. The selection of vendor products for a test trial does not commit BGS or the State of Vermont to award a contract. This test trial is for information gathering purposes only and no vendor will be selected, pre-qualified, or exempted based upon their RFI / test trial participation. All costs occurred are the vendor's sole responsibility. All product test trials are for planning purposes only.

6.4 VENDOR IMPLEMENTATION COSTS

We are asking for a total cost estimate (low and high estimates) comprised of software, hardware, and necessary implementation services. We understand that the cost figures provided are for planning purposes only and will not be binding in any way. See sample cost estimate table in Appendix A.

6.5 VENDOR IMPLEMENTATION STRATEGY

We are asking the vendor to provide their implementation strategy which might include onsite or virtual visits, length of time, and phases of work, train the trainer, and use of subcontractor(s). We understand that the strategies provided are for planning purposes only and will not be binding in any way.

APPENDIX A: COST ESTIMATE WORKSHEET

Item	General Requirements Description	Cost
1	XXX	
2	XXX	
3	XXX	
4	XXX	
5	XXX	

APPENDIX B: ADDITIONAL MATERIALS

BGS provides the following materials as supplemental information:

- [BGS Space Standards](#): Policy that governs the design, planning, and space use of State of Vermont office space under BGS jurisdiction.
- [2023 BGS Space Book](#): Offers a sense of the scope of the space we manage.

The vendor may provide any other materials, suggestions, costs, and discussion deemed appropriate.